1. To pass this practice quiz, you must receive at least 75%, or 3 out of 4 points, by completing the activity and answering corresponding quiz questions. You can learn more about the graded and practice items in the Course Overview ↗.
Activity Overview

In this activity, you will review project documents in order to identify successes and areas for improvement relating to project milestones. You will then create a retrospective document that records this information.
Scenario

Review the scenario below. Then complete the step-by-step instructions.

The project team has completed two important milestones: installing the tablets and training the staff. Part of the training milestone included a test launch to make sure the tablets worked properly and to let the staff practice their training. Now that the test launch is over, Peta reviews the customer survey data and holds a retrospective review with the project team. They discuss what has gone well so far and identify areas for improvement going forward.
Step-By-Step Instructions

Step 1: Access the template

To use the template for this course item, click the link below and select "Use Template."

Link to template: Retrospective Review ↗

OR

If you don't have a Google account, you can download the template directly from the attachment below.

📎 Activity Template_ Retrospective Review
XLSX File

Step 2: Access supporting materials

Review the supporting materials for this activity in the Resources section. Each link below will open a new Coursera tab.
- Test Launch Customer Survey Results ↗
- Meeting: Retrospective ↗

Note: To review supporting materials introduced in earlier activities, you can find them in the Resources section ↗.
Step 3: Review supporting materials and add notes to the retrospective document

Review the customer survey results and identify three aspects of the test launch process that went well for guests, and three aspects that need improvement. For example, "40% of guests rated their experience as a 4 out of 5," could be considered something that went well.
Add the items you identified to your Retrospective Document. Go to the template and follow the instructions below:
- In the Feedback From column of your Retrospective Document, use the dropdown to select *Customers*.
- In the Type column, select either *Went well* or *Needs improvement* according to the type of feedback you want to add.
- In the Description column, add a description of the aspect that went well or needs improvement.
- In the Evidence column, add the supporting evidence such as a quote from a customer or a data point from the survey.
- Finally, in the Actions column, add the action or actions you would suggest the company or project team take to address each aspect you identify.

Step 4: Add more notes to the retrospective document

Review the retrospective meeting transcript and identify three aspects of the tablet test launch that went well for the project team, and three aspects that need improvement. Add the aspects you identified to your Retrospective Document. Go to your template and follow the instructions below:

- In the Feedback From column of your Retrospective Document, use the dropdown to select *Project team*.
- In the Type column, select either *Went well* or *Needs improvement* according to the type of feedback you want to add.
- In the Description column, add a description of the aspect that went well or needs improvement.
- In the Evidence column, add the supporting evidence such as a quote from a customer or a data point from the survey.
- Finally, in the Actions column, add the action or actions you would suggest the company or project team take to address each aspect you identify.

What to Include in Your Response

Be sure to include the following elements in your retrospective review:

- Three items that went well, according to the customer survey

- Three items that need improvement, according to the customer survey

- Three items that went well, according to the retrospective review

- Three items that need improvement, according to the retrospective review

Did you complete this activity?

(●) Yes
(○) No

(✓) **Correct**
Thank you for completing this activity! Identifying successes and areas for improvement can help you construct retrospective reviews. Review the quiz feedback below to find out how you did.

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2. What areas of the project went well, according to the customer survey results? Select all that apply.   0.5 / 1 point

[✓] Customers enjoyed extended time at the tables

(✕) This should not be selected
The survey results did not address this data point.

[✓] Customers found the checkout process quick, easy, and secure

(✓) **Correct**
According to the customer survey, this is an area that went well.

[✓] 78% of the customers signed up for the newsletter on the tablets

(✓) **Correct**
According to the customer survey, this is an area that went well.

[✓] 12% of customers experienced technical issues with the tablets

⊗ This should not be selected
Since the goal was for fewer than 5% of customers to experience technical issues, this is not an area that went well.

3. What areas of the project improved during the test launch, according to the retrospective review?   0.5 / 1 point

☑ 72% of customers reported that their orders were correct

⊗ This should not be selected
Since the goal was 98% order accuracy, this area did not go well. Consider which goals the team achieved with the tablet project.

☑ Table turn time stayed about the same

⊗ This should not be selected
Since the goal was to decrease table turn time, this is not an area that went well. Consider which goals the team achieved with the tablet project.

☑ Tickets were easy to track and came through at a good pace

⊘ Correct
According to the retrospective review, this is an area that went well.

☑ Guests seemed to get the hang of the tablets

⊘ Correct
According to the retrospective review, this is an area that went well.

4. According to the retrospective review, what are two areas that need further improvement?   0.5 / 1 point

☑ Table turn time at both locations

⊘ Correct
This is an area of improvement identified in the retrospective review.

☑ New menu items

⊗ This should not be selected
This area was not mentioned in the retrospective review.

☑ Graphic functionality of the tablets

⊗ This should not be selected
This was not mentioned in the retrospective review.

☑ Order accuracy from the kitchen

✓ Correct
This is an area of improvement identified in the retrospective review.